

DFAS Finance Conference 2000



Renaissance Cleveland Hotel

Tower City Center

Cleveland, Ohio

March 28-30, 2000

**Presenter: Paula Lyons
Director,
Plans & Management
Directorate**



STRATEGIC REFORM AT DFAS-CL

Strategic Business Office (SBO)

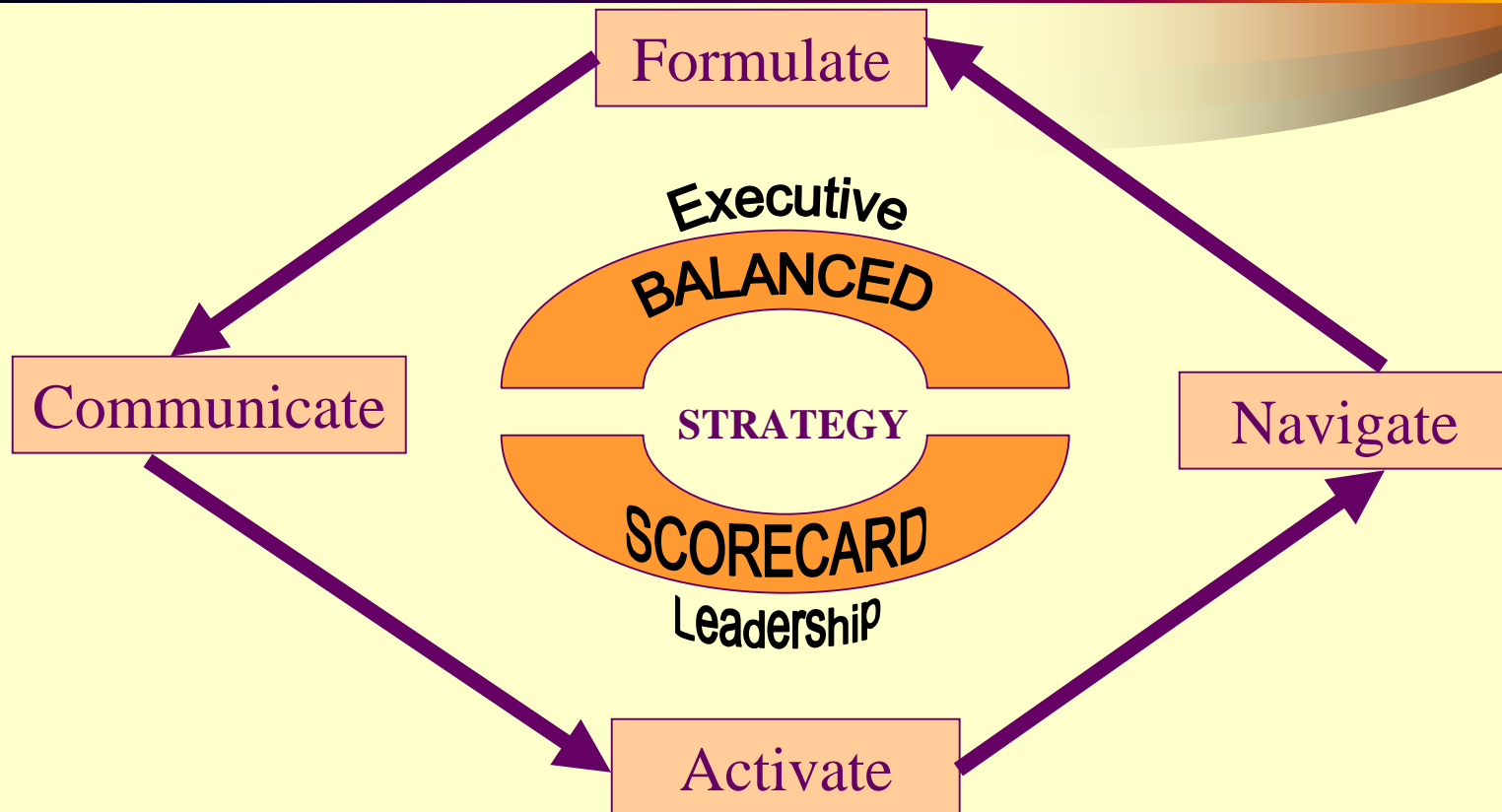


- **Coordinate development of DFAS-CL Strategic Plan.**
- **Be responsible for establishing and tracking our agreed upon strategies.**
- **Support our decision-making process regarding what stays and what goes.**

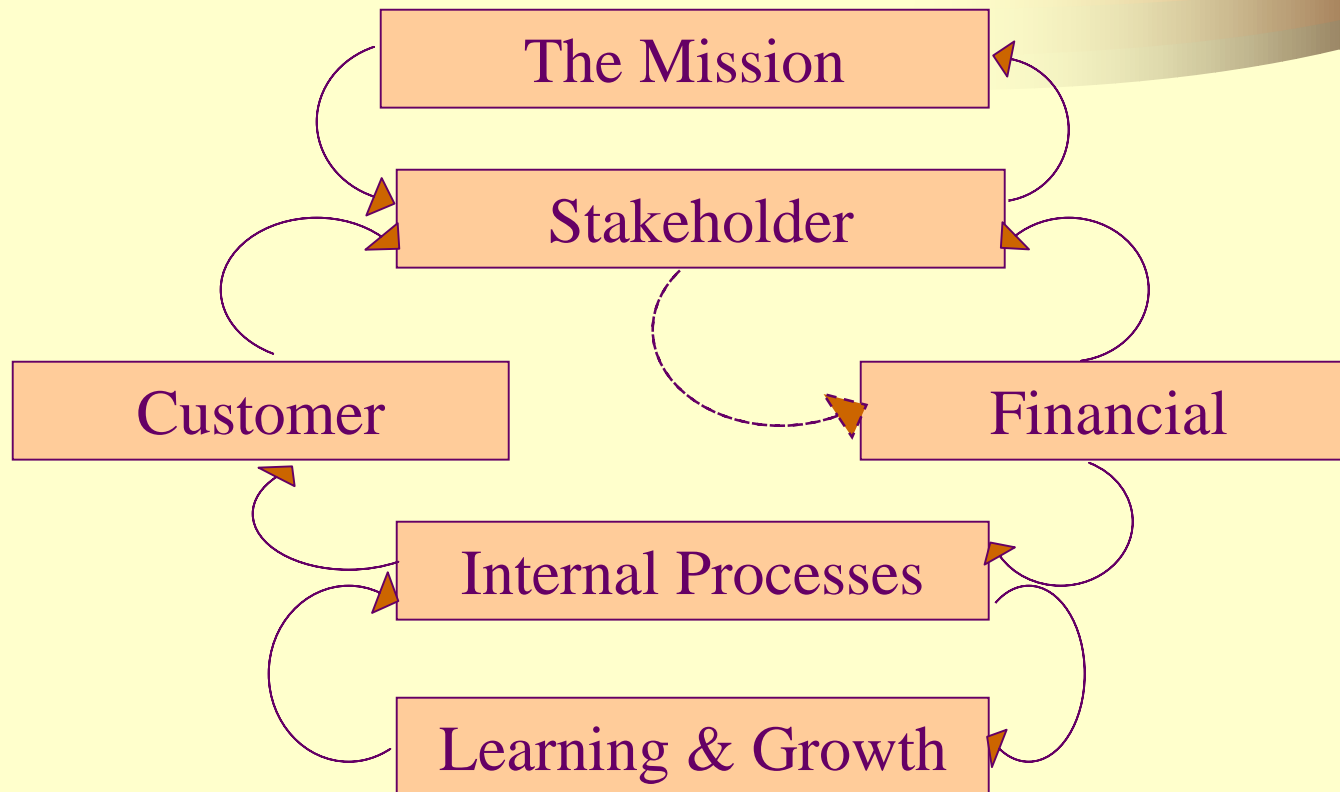
Strategic Business Office (SBO)

- Help the Center focus on our goals of executing new systems and processes.
- Lead the cultural change to establish an open and effective “change management” environment.
- Plan, develop, implement and market electronic business initiatives.

Balanced Scorecard



Balanced Scorecard



Balanced Scorecard

- **Balanced Scorecard Actions to Date:**
 - **Developing Strawman**
 - **Defining Customers**
 - **Developing Baseline**
 - **Developing Training Program**
 - **Exploring Possibility of Balanced Scorecard Website**

Key Management Staff

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